



## Development Services Department Performance Measures for FY 2015



Metrics	Goals	2014		2015									
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Rights Determination (RD)													
Number of Rights Determination Applications Submitted	No Goal	8	6	11	3	4	3	3	5	5	2	6	3
Number of Final Determinations	No Goal	8	4	4	6	4	1	7	6	1	5	2	2
Number of Rights Determination Applications in Inventory	No Goal	12	15	22	13	13	17	8	7	6	5	8	8
DSD - Initial Review - Technical Review	20 Days	13	NA	13	16	14	NA	9	3	3	NA	NA	NA
DSD - Resubmittals - Technical Review	20 Days	1	NA	2	1	NA	NA	1	1	1	NA	NA	NA
CAO - Initial Review -Technical Review	20 Days	17	11	8	20	9	23	11	6	NA	10	2	2
CAO - Resubmittals - Technical Review	20 Days	13	3	2	16	3	0	NA	0.4	NA	3	2	NA
Zoning													
Number of Zoning Applications Submitted	No Goal	29	18	30	21	24	32	21	41	20	26	26	24
Completeness Review Turnaround Time (Calendar Days)	2 Days	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	No Goal	31	40	27	35	32	22	30	34	50	37	29	31
Number of Cases Moved Forward to Council	No Goal	18	24	19	27	28	13	24	18	35	24	21	24
Number of Cases Continued	No Goal	8	10	5	2	6	8	1	6	3	5	4	6
Number of Cases Placed on City Council Agenda	No Goal	33	21	19	21	23	35	18	21	13	36	34	33
Number of Zoning Verification Letter Requests Submitted	No Goal	48	32	59	63	50	69	46	47	64	42	33	26
Number of Zoning Verification Letter Requests Completed	No Goal	43	36	60	41	72	61	37	50	32	56	34	30
ZV Letter Average Turnaround Time (Working days)	10 Days	3.04	2.16	1.98	1.51	3.29	1.98	3.4	3.8	8.43	8.73	7.59	5.13
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	0	1	0	0	0	0	0	0	0	0	0	0
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plat Activity (Major and Minor)													
Number of Applications Submitted for Plat Number	No Goal	42	63	61	59	40	42	58	57	45	43	60	52
Lots ICL - Platted/approved	No Goal	234	330	59	125	133	71	67	477	48	309	97	128
Lots OCL - Platted/approved	No Goal	346	208	117	257	310	535	505	744	313	741	153	513
Major Plat Activity													
Number of Plats Approved	No Goal	16	13	13	10	14	16	14	31	9	23	9	14
Number of Days from Plat # to Technical Submission	No Goal	134	165	149	132	140	127	167	331	77	108	71	45
Staff Completeness Review - Longest Time	5 Days	4	19	7	1	2	4	2	13	9	3	4	2
Development Services Department	5 Days	4	2	4	1	2	2	2	2	3	3	4	2
Historic Department	5 Days	3	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	5 Days	2	1	0	1	1	1	0	1	0	1	0	0
SAWS	5 Days	0	0	0	0	0	2	1	0	9	0	0	0



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		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
CPS Energy	5 Days	1	19	7	1	1	4	0	13	0	2	0	1
Average	5 Days	2	4	2	1	1	2	1	3	2	1	1	1
<b>Technical Review - Longest Time</b>	<b>34 Days</b>	<b>34</b>	<b>36</b>	<b>32</b>	<b>44</b>	<b>34</b>	<b>50</b>	<b>32</b>	<b>37</b>	<b>33</b>	<b>32</b>	<b>31</b>	<b>36</b>
Development Services Department	20 Days	20	15	17	11	14	16	14	20	15	23	21	29
Land Entitlement	20 Days	20	15	17	11	14	16	14	20	15	23	21	29
Tree	20 Days	1	1	2	15	3	2	6	1	2	2	6	1
Mapping	20 Days	11	15	13	11	12	16	11	18	11	17	10	17
Streets	20 Days	3	6	1	4	2	1	1	5	3	3	0	2
TIA	20 Days	1	3	1	7	2	4	1	1	1	5	3	9
Average	34 Days	7	8	7	10	7	8	7	9	6	10	8	12
Transportation & Capital Improvements (storm water)	34 Days	28	36	26	36	32	50	32	30	33	29	31	36
Historic Department	34 Days	10	4	5	1	0	3	2	1	4	0	3	0
CPS Energy	34 Days	23	22	13	44	34	32	30	37	28	32	19	26
Parks & Recreation Department	34 Days	18	23	12	22	18	19	18	21	10	21	11	14
SAWS	34 Days	34	34	32	33	34	31	21	29	30	15	24	23
Average	34 Days	20	21	16	24	21	24	18	21	19	18	16	18
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>105</b>	<b>58</b>	<b>51</b>	<b>107</b>	<b>71</b>	<b>112</b>	<b>136</b>	<b>86</b>	<b>149</b>	<b>81</b>	<b>135</b>	<b>82</b>
Development Services Department	No Goal	58	43	26	107	71	112	82	56	149	56	127	82
Land Entitlement	No Goal	58	43	26	107	71	112	82	56	85	56	127	70
Tree	No Goal	56	57	31	41	50	104	68	50	149	45	47	82
Mapping	No Goal	34	51	14	51	31	46	77	56	124	54	100	37
Streets	No Goal	49	55	11	7	20	24	46	27	28	18	43	40
TIA	No Goal	27	25	3	14	25	75	26	18	25	12	61	14
Average	No Goal	45	46	17	44	39	72	60	41	82	37	76	49
Transportation & Capital Improvements (storm water)	No Goal	105	47	30	39	47	58	136	79	147	65	91	53
Historic Department	No Goal	7	17	11	0	3	21	35	10	7	5	9	10
CPS Energy	No Goal	81	43	26	42	45	101	87	42	38	53	34	66
Parks & Recreation Department	No Goal	6	28	0	6	14	41	13	22	0	6	2	25
SAWS	No Goal	16	58	51	17	17	29	122	86	64	81	135	76
Average	No Goal	43	40	23	25	28	54	75	47	56	41	58	46
Total City Time	No Goal	38	55	39	45	36	54	34	50	42	35	35	38
Total Customer Time	No Goal	239	223	200	239	211	239	303	417	226	189	206	127



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Metrics	Goals	2014		2015									
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Total Processing Time</b> [includes staff's completeness & technical review (Months using longest review time)]	<b>1.3 months</b>	1.3	1.8	1.3	1.5	1.2	1.8	1.1	1.7	1.4	1.2	1.2	1.3
<b>Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time]</b> (Months using longest review time)	<b>No Goal</b>	4.8	3.8	3.0	5.1	3.6	5.5	5.7	4.5	6.4	3.9	5.7	4.0
<b>Average days</b>	<b>No Goal</b>	65	65	41	50	49	79	94	71	77	60	75	65
<b>Average months</b>	<b>No Goal</b>	2	2	1	2	2	3	3	2	3	2	2	2
<b>Minor Plat Activity</b>													
Number of Plats Approved	<b>No Goal</b>	21	24	33	27	23	31	28	29	31	38	28	34
Number of Days from Plat # to Technical Submission	<b>No Goal</b>	21	26	48	22	24	34	23	50	32	26	41	28
<b>Staff Completeness Review - Longest Time</b>	<b>3 Days</b>	2	1	1	3	1	2	1	1	1	1	2	3
Development Services Department	<b>3 Days</b>	2	1	1	3	1	2	1	1	1	1	2	3
Historic Department	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
SAWS	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
CPS	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
Average	<b>3 Days</b>	0	0	0	1	0	0	0	0	0	0	0	1
<b>Technical Review - Longest Time</b>	<b>10 Days</b>	12	9	15	11	11	9	10	10	11	9	13	10
Development Services Department	<b>10 Days</b>	8	9	5	5	7	7	10	10	11	9	13	9
Land Entitlement	<b>10 Days</b>	8	7	5	5	7	7	10	10	11	9	13	9
Tree	<b>10 Days</b>	0	0	0	0	1	0	0	0	0	0	0	0
Mapping	<b>10 Days</b>	3	9	5	7	9	7	5	7	6	6	5	6
Streets	<b>10 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
TIA	<b>10 Days</b>	2	3	1	0	0	1	5	1	3	2	1	4
Average	<b>10 Days</b>	3	4	2	2	3	3	4	4	4	3	4	4
Transportation & Capital Improvements (storm water)	<b>10 Days</b>	12	8	9	11	11	9	8	9	0	9	11	10
Historic Department	<b>10 Days</b>	1	2	0	2	2	1	1	0	0	0	0	0
CPS Energy	<b>10 Days</b>	3	2	15	3	4	5	3	6	5	5	6	3
Parks & Recreation Department	<b>10 Days</b>	2	2	1	1	1	2	0	1	1	1	3	1
SAWS	<b>10 Days</b>	4	2	2	3	1	4	4	3	2	7	3	2
Average	<b>10 Days</b>	4	3	5	4	4	4	3	4	2	4	4	3
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	32	28	40	46	52	40	37	25	27	33	59	33



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Metrics	Goals	2014		2015									
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Development Services Department	No Goal	32	28	34	46	32	38	37	25	22	25	51	32
Land Entitlement	No Goal	32	28	34	46	32	31	32	25	18	24	44	32
Tree	No Goal	31	12	20	43	35	38	37	19	22	12	51	27
Mapping	No Goal	19	23	16	39	17	29	34	9	16	25	29	21
Streets	No Goal	25	9	10	18	6	21	28	8	10	7	21	28
TIA	No Goal	13	0	5	27	2	16	16	4	1	8	9	4
Average	No Goal	24	14	17	35	18	27	29	13	13	15	31	22
Transportation & Capital Improvements (storm water)	No Goal	26	21	40	41	52	40	33	22	18	33	59	17
Historic Department	No Goal	3	0	4	4	11	3	3	12	5	3	10	1
CPS Energy	No Goal	7	6	11	9	46	17	23	19	18	21	28	33
Parks & Recreation Department	No Goal	0	6	0	5	9	2	1	0	0	1	2	0
SAWS	No Goal	7	7	14	10	11	27	7	5	27	14	30	15
Average	No Goal	11	9	14	17	25	19	16	12	14	15	27	15
Total City Time		14	10	16	14	12	11	11	11	12	10	15	13
Total Customer Time	No Goal	53	54	88	68	76	74	60	75	59	59	100	61
<b>Total Processing Time [includes staff's completeness &amp; technical review (Days using longest review time)]</b>	<b>13 Days</b>	14	10	16	14	12	11	11	11	12	10	15	13
<b>Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Days using longest review time)</b>	<b>No Goal</b>	46	38	56	60	64	51	48	36	39	43	74	46
<b>Average days</b>	<b>No Goal</b>	16	13	19	22	29	24	20	16	16	19	32	19
<b>Average months</b>	<b>No Goal</b>	0.5	0.4	0.6	0.7	1.0	0.8	0.7	0.5	0.5	0.6	1.1	0.6
<b>Number of Building Plans Submitted</b>													
Walk through Plans (Commercial)	No Goal	44	30	34	41	41	40	38	24	38	37	45	26
Minor Plans (Commercial)	No Goal	76	70	121	93	53	89	71	92	112	86	71	115
Complex Commercial Plans	No Goal	83	149	136	95	179	130	145	159	181	176	154	145
School District - New Construction	No Goal	6	8	3	5	16	15	2	3	1	1	2	1
Site Work	No Goal	18	27	19	10	12	12	14	24	21	7	12	22
Residential Plans	No Goal	172	199	205	157	216	193	169	191	309	201	184	188
<b>Average Days for Initial Review (Longest Review)</b>													
Walk through Plans (Commercial)	<b>1 Day</b>	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	<b>8 Days</b>	4	4	5	4	4	3	4	5	4	5	5	5



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Metrics	Goals	2014		2015									
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Complex Commercial Plans	<b>18 Days</b>	14	15	15	15	14	14	14	16	15	15	19	18
School District - New Construction	<b>15 Days</b>	5	7	6	7	7	11	8	4	7	9	0	12
Site Work	<b>8 Days</b>	1	4	5	6	6	3	4	5	5	8	5	5
Residential Plans (Standard Submittals)	<b>3 Days</b>	2	3	4	3	3	4	3	3	3	4	4	4
<b>Number of Inspections</b>													
Plumbing	<b>No Goal</b>	5330	5428	5497	4400	4650	5162	4679	5099	5229	4654	5111	5603
Electrical	<b>No Goal</b>	3509	3468	3710	2737	2946	3170	2845	3051	3189	2874	3210	3402
Mechanical	<b>No Goal</b>	2021	2045	2201	1438	1544	1734	1783	1869	2150	1968	1990	2177
Building	<b>No Goal</b>	2741	2767	3089	2356	2328	2526	2472	2633	2545	2399	2567	2697
Sign	<b>No Goal</b>	262	256	327	339	320	394	411	267	318	368	351	390
Fire (Certificate of Occupancy)	<b>No Goal</b>	558	421	498	376	350	425	411	444	441	439	452	474
Residential Flatwork, New Construction	<b>No Goal</b>	131	162	149	79	127	138	96	93	97	91	105	125
Construction	<b>No Goal</b>	2324	1459	1935	1580	1756	1288	1629	1358	1865	1359	1836	1449
<b>% of Inspections as Scheduled</b>													
Plumbing	<b>95%</b>	99%	98%	95%	96%	99%	99%	97%	99%	99%	98%	99%	95%
Electrical	<b>95%</b>	99%	100%	98%	99%	99%	99%	99%	99%	100%	100%	98%	99%
Mechanical	<b>95%</b>	100%	100%	99%	99%	99%	100%	100%	99%	100%	100%	100%	99%
Building	<b>95%</b>	100%	99%	96%	98%	99%	99%	99%	99%	99%	100%	99%	99%
Sign	<b>95%</b>	96%	92%	98%	99%	99%	99%	99%	98%	97%	100%	99%	98%
Fire (Certificate of Occupancy)	<b>95%</b>	99%	96%	97%	97%	97%	96%	98%	98%	98%	98%	99%	98%
Residential Flatwork, New Construction	<b>95%</b>	98%	97%	98%	99%	92%	96%	100%	99%	97%	100%	94%	98%
Construction	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>													
Total Calls	<b>No Goal</b>	533	567	539	519	511	510	538	559	575	561	582	606
<b>Percent of Telephone Calls Abandoned by Customer</b>													
Department Average	<b>5%</b>	2%	3%	2%	2%	1%	2%	3%	4%	3%	3%	4%	5%
<b>Average Number of Customers per day</b>													
Department Average	<b>No Goal</b>	173	188	195	175	176	193	197	200	200	195	199	177
<b>Average Customer Wait Time at One Stop Counter</b>													
Percent of Customers Served within 10 Minutes	<b>75%</b>	66%	76%	85%	81%	81%	89%	84%	84%	82%	80%	78%	77%
Percent of Customers Served within 20 Minutes	<b>90%</b>	86%	90%	96%	92%	92%	97%	95%	94%	93%	94%	93%	92%
Percent of Customers Served within 30 Minutes	<b>95%</b>	95%	97%	99%	98%	97%	99%	98%	98%	97%	99%	99%	97%



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		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
E-Commerce													
Percent of Inspections Scheduled Using the Web	No Goal	61%	62%	61%	59%	58%	59%	59%	59%	59%	59%	59%	59%
Percent of MEP Permits Issued On-Line	No Goal	78%	80%	80%	82%	76%	83%	76%	85%	86%	81%	79%	82%
Percent of New Residential Permits On-Line	No Goal	74%	84%	70%	63%	67%	56%	59%	72%	70%	74%	84%	77%
Percent of Inspections Scheduled Using Mobile App	No Goal	6%	5%	5%	5%	6%	6%	6%	6%	5%	6%	6%	6%
Percent of Inspections Scheduled by an Employee	No Goal	33%	33%	34%	35%	36%	35%	36%	36%	36%	36%	35%	35%
Total Land Development & Building Development Applications/Permits													
Land Development Applications	No Goal	79	87	102	83	68	77	82	103	70	71	68	57
Building Development Permits	No Goal	6117	6684	6433	4854	5465	5361	5280	5548	6137	5820	6581	6594
Total	No Goal	6196	6771	6535	4937	5533	5438	5362	5651	6207	5891	6649	6651
Development Activity Per FTE													
Authorized Positions	230	230	230	230	230	230	230	230	230	230	230	230	230
Vacant Positions	22	22	19	20	17	16	20	16	18	11	15	11	10
Number of Active Employees	208	208	211	210	213	214	210	214	212	219	215	219	220
Average Activity/Active Employee	26	30	32	31	23	26	26	25	27	28	27	30	30